

CITY OF MILWAUKIE

CLASSIFICATION: CODE COMPLIANCE ASSISTANT

Department: Community Services
Location: City Hall

Grade Number: 6 (56)
Union: AFSCME

FLSA: Non-exempt
EEO Category: 5 - Paraprofessional

DESCRIPTION:

This position has responsibility for investigating and responding to complaints and violations of City and State ordinances, codes, rules and regulations, as assigned, identifying violations and issuing citations as appropriate. This includes, but is not limited to codes regarding signage, nuisances, hazardous sidewalk conditions, housing conditions, land use, zoning, animals, noise, dumping, clearing, grading, filling, polluting, parking, or other issues related to the Municipal code. The incumbent has oversight and is the contact person for the downtown parking management program including monitoring parking and issuing citations for violations of parking code. Incumbents provide information and assistance to the public, answer citizen questions, work with other staff members to solve multi-departmental code violation problems, and respond to complaints. Seeks and assures compliance from responsible parties. Testifies in court presenting all aspects of code violation cases as necessary. This position is distinct from the higher level coordinator position in that it manages less complex cases although this position may assist on complex code issues.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Routinely patrols City streets on foot or in a vehicle for illegally parked cars and civil code violations including but not limited to parking, illegal signs, garbage and debris, and nuisances affecting public health.
2. Monitors parking patterns, maintains database for parking statistics and meets with staff and parking lot owners to keep parties informed of any issues, drafts agreements with lot owners where necessary and ensures compliance with parking related codes.
3. Conducts investigations of potential violations: gathers evidence, questions complainants, witnesses, and property owners or occupants; compares facts to code requirements; makes findings; issues warnings, corrections notices, or citations; and follow-up with complainants as to status of the case.
4. Assists the Code Compliance Coordinator with investigating and resolving more complex code violations.
5. Prepares routine reports and completes routine office forms on violations and citations issued.
6. Maintains records for code enforcement.
7. Refers abandoned vehicles to Police.
8. Maintains up-to-date knowledge of applicable codes, regulations and ordinances. Researches legal documents and summarizes information.
9. Meets with owners, tenants, businesses, neighborhood groups, etc. to review and explain code

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requirements and violations or potential violations; secures code compliance; seeks voluntary compliance; provides assistance with compliance through the Community Services Program.

9. Assists with code related dispute resolution between parties (neighbors, complainants, violators, city staff or other agency representatives) or refers unresolved disputes to the Code Compliance Coordinator.
10. Works with Police, planning, building, public works, other related departments, the prosecuting attorney, and other staff or agencies as needed on particular cases.
11. Maintains positive public relations with customers and is responsible to customer needs.
12. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
13. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education:

- i) High school diploma or GED; or
- ii) Any equivalent combination of education and experience.

2. Prior Experience:

a) Work Experience:

- i) One year experience in a public contact position preferably with a public sector agency or in code regulation compliance, law enforcement, zoning investigation, or related field; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Knowledge of codes and related statutes, due process, standards and regulations relating to various land use, nuisance, and public safety codes.
- ii) Knowledge of code enforcement principles, practices and methods as applicable to a municipal setting.
- iii) Working knowledge of inspection techniques.
- iv) Skill to use accepted practices of facilitation, conflict resolution, and mediation.
- v) Ability to analyze and interpret code compliance issues and adopt effective courses of action.
- vi) Ability to understand specifications, legal documents, land descriptions, City codes, and related regulations and statutes.
- vii) Ability to explain complex codes and regulations to the public, professionals and other agencies.
- viii) Ability to utilize a variety of tools and equipment related to code compliance investigation including digital cameras, scale sticks, noise meters, cell phones, pagers, computers, and office equipment.
- ix) Ability to provide objective, concise and professional court testimony.
- x) Ability to research code issues and related statutes and laws.
- xi) Ability to prepare and maintain accurate and concise records and files.
- xii) Ability to communicate clearly and concisely.
- xiii) Ability to establish and maintain effective working relationships.

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xiv) Ability to perform the essential functions of the job.

3. **Special Requirements:**

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License;
- b) Must be able to pass the department's security clearance standards including a review of driving record.

4. **Tools and Equipment Used:**

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word-processing, noise meter, scale stick, an automated citation management system, and digital camera, mobile or portable radio and phone; and motor vehicle.

5. **Supervision:**

- a) This is a non-supervisory position.

6. **Communications:**

- a) Requires frequent communication with general public, possible hostile citizens, Municipal court, other City departments and other government agencies.
- b) The communication is generally routine with some degree of complexity in interpreting and explaining code and involves some confidential information.

7. **Cognitive Functions:**

- a) This position follows well-developed policies and procedures which govern most activities. There is some independent decision making authority, errors could have moderate consequences to citizens and to other City projects.

8. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is often performed in field settings. Frequent exposure to inclement weather, and some traffic hazards.
- b) Work involves walking patrol of several miles per day or in a City owned vehicle.
- c) Occasionally required to crawl into or access small hard to reach locations.
- d) May occasionally lift and/or move up to 50 pounds.
- e) Often enters private property (with permission) and may have contact with people's pets or other animals.
- f) Drives many days.
- g) Includes some evening and weekend work.

9. **Resource Accountability:**

- a) This position has limited resource accountability.

The job classification description does not constitute an employment agreement between the employer

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and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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